

# Financial Services Guide.

17 March 2025

Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo VIC 3550 ABN 11 068 049 178. AFSL No. 237879.

"Bendigo Bank" and "Adelaide Bank" are divisions of Bendigo and Adelaide Bank Limited.

Throughout this Financial Services Guide (FSG) references to:

- "Bendigo and Adelaide Bank" are references to Bendigo and Adelaide Bank Limited.
- "Community Bank branch or branches" are references to the franchises of Bendigo and Adelaide Bank using the Bendigo Bank and Community Bank name, logo and system of operations.
- "Franchise branch or branches" are reference to the franchises of Bendigo and Adelaide Bank using the Bendigo Bank name, logo and system of operations.
- "we", "us", or "our" are references to Bendigo and Adelaide Bank, Community Bank branches and Franchise branches. References to "our staff" and "our branch staff" have a corresponding meaning.

Community Bank branches and Franchise branches and their employees are authorised representatives of Bendigo and Adelaide Bank.

#### **About this Financial Services Guide**

This Financial Services Guide (FSG) has been designed to assist you in deciding whether to use the financial services we offer. It also contains general information about how Bendigo and Adelaide Bank, Community Bank branches and Franchise branches, our staff and other representatives are remunerated in relation to those services, as well as information about dispute resolution.

This FSG may be provided to you by authorised staff of Bendigo and Adelaide Bank or its authorised representatives working in Community Bank branches or Franchise branches.

#### **Other documents you may receive**

You may also receive other documents when we provide services or products to you:

- Statement of Advice (SoA) - this is a record of personal advice provided to you. Personal advice is advice that takes into account any one or more of your objectives, financial situation and needs. The SoA will contain the advice, the basis on which the advice is given and information about fees and commissions, as well as details of any potential conflicts of interest. You will receive a SoA when personal advice is given to you, except where the advice relates to deposit, payment or general insurance products.
- Product Disclosure Statement (PDS) – this will be provided to you if we recommend, arrange, issue or offer to issue certain financial products to you. So you

can decide whether or not to acquire the financial product, the PDS sets out the key features, significant benefits, risks, fees and charges associated with the financial product.

- Terms & Conditions (T&Cs)/Product Guides (PGs)/Administration Service Guides (ASGs) – these will be provided to you if we recommend, arrange, issue or offer to issue our basic deposit products to you, and in respect of some administration and subscription services we may provide to you. Similar to the PDS, the T&Cs/PGs/ASGs set out the key terms, features, fees and charges associated with the product or service.

#### **Not Independent**

Bendigo and Adelaide Bank cannot refer to itself as 'independent', 'impartial' or 'unbiased' in relation to personal advice it provides because:

Bendigo and Adelaide Bank is the issuer of some of the financial products it advises on;

Bendigo and Adelaide Bank advisers can only advise on products and services approved by Bendigo and Adelaide Bank (which includes products issued by Bendigo and Adelaide Bank); and

Bendigo and Adelaide Bank may receive remuneration from product issuers in respect of some products or services.

#### **Contact details**

You can contact us at any of our branches, which are listed on our website: [www.bendigobank.com.au](http://www.bendigobank.com.au)

Alternatively you can contact us via:

- Telephone 1300 236 344
- The Bendigo Bank website at [www.bendigobank.com.au](http://www.bendigobank.com.au)
- For lost and stolen cards please contact:  
From within Australia: 1800 035 383  
From overseas: +61 3 5485 7872

### Instructing us

Generally, you need to give us instructions in writing unless another method has been agreed by us. You can give us these instructions by using the contact details set out above. Some products and services may have their own requirements as to how to provide instructions or execute certain transactions. Please refer to the PDS, T&C's, PG's or other disclosure documents for the relevant product details.

### Bendigo and Adelaide Bank Group ("the Group")

Bendigo and Adelaide Bank is a member of the Bendigo and Adelaide Bank Group of companies and is a related company of the following financial product issuers:

- Sandhurst Trustees Limited; and
- Leveraged Equities Limited.

### Our financial services

Bendigo and Adelaide Bank holds an Australian Financial Services Licence (AFSL). Under this licence, Bendigo and Adelaide Bank is authorised to deal in and provide advice in relation to the following products:

- Banking
  - deposit and payment products (including term deposits and non-cash payment facilities such as direct debit).
- Insurance
  - general insurance.

In relation to general insurance, Bendigo & Adelaide Bank acts under its own AFSL to provide general advice and offer these products not issued by Bendigo and Adelaide Bank. The Product Disclosure Statement for the general insurance product discloses the name of the issuer of the general insurance product.

- Investments
  - debentures;
  - securities.
- Financial Markets and International Trade
  - foreign exchange contracts;
  - foreign currency deposit accounts;
  - foreign currency loans
  - derivatives.

Under its AFSL, Bendigo and Adelaide Bank may deal in managed funds. General advice in relation to managed funds may be provided by a Bendigo Financial Planning authorised Wealth Concierge, AFSL 237898.

For customers of the Bendigo Bank Agribusiness Insights service, we may provide general financial product advice in respect of financial products relating to the price of wool and grain. Any general advice given as part of the subscription service provided does not take into account your personal objectives, financial situation or needs in relation to the products referred to. Before acting on any

advice given as part of the subscription service, you should assess whether it is appropriate for you, in light of your objectives, financial situation or needs. We charge a subscription fee to users of this service as our remuneration for providing the service.

### Benefits we or our related companies or associates may receive

In relation to the services that we provide to you, we are also authorised by a number of other financial product providers to distribute their financial products. We may receive payments from those product issuers. In some cases payments made to Bendigo and Adelaide Bank are shared with a Community Bank branch or Franchise branch. Payments are paid monthly into a Community Bank branches or Franchise branches account.

### Bendigo Invest Direct

We have an arrangement with CMC Markets Stockbroking Limited ABN 69 081 002 851 AFSL 246381 to promote the trading of shares through Bendigo Invest Direct. Bendigo Invest Direct is a share trading service provided by CMC Markets Stockbroking Limited. If you decide to invest using Bendigo Invest Direct, we will receive commission payments from CMC Markets Stockbroking Limited in relation to your trades on Bendigo Invest Direct. These commission payments may be shared with our related companies, including Leveraged Equities Limited ABN 26 051 629 282 AFSL 360118. The commission received is equal to the brokerage charged to clients using Bendigo Invest Direct (which is determined by us from time to time) less the brokerage retained by CMC Markets Stockbroking Limited, per trade. Any commission amounts paid by CMC Markets Stockbroking to us are not an extra charge to you. You may request particulars of the commission structure within a reasonable time of receiving this FSG and before any financial service identified in this FSG is provided to you.

### Insurance products

Under its Australian Financial Services Licence, Bendigo and Adelaide Bank can provide factual information and general financial product advice about insurance products. Bendigo and Adelaide Bank receives commissions for distributing insurance products you purchase and will be paid after you have paid the premium. These commissions are included in the premium you pay for these insurance products:

- for Home and Contents, Landlord, Car, Motorcycle, Caravan and Boat Insurance products, Bendigo and Adelaide Bank will receive commission of up to 20% of premium from the issuer of these insurance products, Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as CGU Insurance (CGU Insurance).

- for Travel Insurance, Bendigo and Adelaide Bank will receive commission of up to 25% of premium from CGU Insurance. The product is issued by Zurich Australian Insurance Limited ABN 13 000 296 640, AFSL 232507 (ZAIL) and Cover-More Insurance Services Pty Ltd ABN 95 003 114 145, AFSL 241713 (Cover-More) acts under a binder authority from ZAIL to administer and arrange the insurance on behalf of ZAIL. Travel Insurance is distributed by CGU Insurance, under an agreement with Cover-More. Bendigo and Adelaide Bank distributes the product under a contract with CGU Insurance.

These commissions are based on the premium before the addition of government charges. For example, if the premium for your home and contents policy is \$1,000 (before the addition of government charges), Bendigo and Adelaide Bank would receive a commission of up to \$200.

Where you conduct most of your transactional banking with a Community Bank branch, Franchise branch or Agent, Bendigo and Adelaide Bank shares the commission with them. The Community Bank branch, Franchise branch or Agent receives up to 50% of the commission. All commission payments are made monthly.

#### **Insurance products – other benefits**

Bendigo and Adelaide Bank may receive these other benefits on insurance products from CGU Insurance:

- an annual bonus payment if certain financial health of the overall insurance portfolio criteria are met;
- an ongoing payment for administration costs of distributing insurance products; and
- an annual allowance for marketing.

#### **Insurance Referrals**

##### **WFI**

We may refer customers to buy insurance from Insurance Australia Limited ABN 11 000 016 722 AFSL 227681 trading as WFI (WFI). If you buy insurance from WFI from a referral, Bendigo and Adelaide Bank will receive commission of between 2.5% to 10% for new business and 1.25% to 7.5% for renewals. Bendigo and Adelaide Bank may also receive incentives based on portfolio performance. Bendigo and Adelaide Bank may also receive an allowance to help conduct marketing.

##### **Community Broker Network Pty Ltd and Shielded Pty Ltd**

We may refer customers to Community Broker Network Pty Ltd ACN 096 916 184 AFSL 233 750 (CBN) and Shielded Pty Ltd ACN 612 044 630 (Shielded) an authorised representative of CBN for the provision of business related insurance solutions, rural insurance solutions and other insurance solutions.

CBN and Shielded are authorised to provide personal advice and are required to act in your best interest when providing personal advice including explaining the risks associated with the insurances recommended to you.

If you acquire an insurance product arranged by CBN or Shielded, Bendigo and Adelaide Bank will receive 25% of their fees and commissions charged in the initial 12 months and 10% for renewals.

Bendigo and Adelaide Bank is not responsible for any financial services or financial advice provided by CBN, Shielded, their employees or representatives. CBN and Shielded are not part of the Bendigo and Adelaide Bank Group. Please review any disclosure documents provided to you by CBN or Shielded to understand how CBN or Shielded will provide personal advice to you.

In some cases, payments made to Bendigo and Adelaide Bank in relation to the referral arrangement may be shared with a Community Bank branch, Franchise branch or other related company of Bendigo and Adelaide Bank where the referral is made to WFI and/or CBN or Shielded by that entity.

#### **Financial Advice Referrals**

We have a referral arrangement with Bridges Financial Services Pty Ltd ABN 60 003 474 977 AFSL 240837 (Bridges). If you decide to progress with personal financial advice with Bridges, Bendigo and Adelaide Bank will receive a referral fee of \$1150.00 plus GST. Bendigo and Adelaide Bank may share \$460.00 plus GST of the referral fee from Bridges with a Community Bank branch or Franchise branch or Agent if the referral is made to Bridges by that entity. Any amounts paid by Bridges are not an extra charge to you.

#### **Travelex Wholesale Currency Services**

Travelex Wholesale Currency Services are provided by us under an agreement with Travelex Limited. ABN 36 004 179.

#### **Cash Passport™ Platinum Mastercard®**

The Cash Passport™ Platinum Mastercard® product is provided by us under an arrangement with Mastercard Prepaid Management Services Australia Pty Ltd ABN 47 145 452 044, AFSL 386837 who arranges for the issue of the Cash Passport™ Platinum Mastercard® in conjunction with the issuer. EML Payment Solutions Limited (“EML”) ABN 30 131 436 532, AFSL 404131. We will receive a payment from Mastercard Prepaid Management Services Australia Pty Ltd equal to 50% of the foreign exchange revenue earned on the initial load or reload transaction. Payments are made monthly. We may also charge you a fee of up to 1.1% of the AUD equivalent value or \$15 on the amount loaded by a customer onto their Cash Passport™ Platinum Mastercard® when they purchase or reload it at one of our branches (this fee will be retained by us).

The full amount of this fee will be paid to the Community Bank branch or Franchise branch where you transacted.

For example if you purchase a Cash Passport™ Platinum Mastercard® at a Community Bank branch 100% of the fee will be paid to that Community Bank branch.

Cash Passport™ Platinum Mastercard®™ product – other benefits

Bendigo and Adelaide Bank may receive other benefits on the sale of the Cash Passport™ Platinum Mastercard® product. These benefits may take various forms such as:

- a bonus payment under an arrangement with Mastercard Prepaid Management Services Australia Pty Ltd which is dependent upon Bendigo and Adelaide Bank's account meeting certain performance criteria over a specific period; and
- a marketing allowance from Mastercard Prepaid Management Services Australia Pty Ltd to conduct marketing campaigns.

#### **Other benefits to Community Bank branches and Franchise branches from companies within the Group**

Where you apply through Community Bank branches or Franchise branches for a product issued by Sandhurst Trustees Limited, the Community Bank branch or Franchise branch may receive a commission of up to 0.25% per annum of the value of your investment. Any commission paid by Sandhurst is not deducted from your investment.

For example, in respect of an investment by you in the Sandhurst Select 90 Fund valued at \$10,000, the Community Bank branch or Franchise branch will receive a commission of 0.25% per annum on that amount. If the value of your investment remained at \$10,000 for an entire year, the Community Bank branch or Franchise branch would receive \$25.00 (\$10,000 x 0.25% equals \$25.00).

Where you apply through Community Bank branches or Franchise branches for a product issued by Leveraged Equities Limited, the Community Bank branch or Franchise branch receives 50% of the gross margin on any variable loan and, depending on the revenue sharing arrangements with Bendigo and Adelaide Bank, either 50% of the gross margin or 0.25% per annum commission on any fixed loan.

#### **Personal advice**

If you receive personal financial product advice, you will be provided with a SoA which includes any remuneration and other benefits (where possible in actual dollar amounts). However, for personal advice, in relation to deposit, payment, and general insurance products, this information will be included in another communication. If the exact amount of remuneration is not known at the time you are given the SoA or other communication, the manner in which the remuneration (including commission) and any other benefits is to be calculated will be described instead.

#### **Referrals**

If you have been referred to us by someone else, we may pay that person remuneration (including commission) or other benefits (which may be a fixed amount or up to 0.85% per annum of the amount you have invested or calculated on some other basis).

#### **Remuneration received by Bendigo and Adelaide Bank for products issued by Bendigo and Adelaide Bank**

Bendigo and Adelaide Bank is the issuer of the following products and will receive remuneration in its capacity as product issuer of those products:

- Derivatives/Foreign Exchange Contracts.  
Bendigo and Adelaide Bank may receive remuneration or other benefits in respect of derivatives and foreign exchange contracts to which we are a counterparty. A description of the means by which the remuneration is to be calculated or provided will be disclosed in the relevant PDS or other disclosure document for the particular product.
- Deposit products and non-cash payment facilities.
- Bendigo and Adelaide Bank also provides and may charge fees for legal and other professional services to managed funds of which Sandhurst Trustees Limited is the product issuer. These fees are competitive compared with those currently charged externally for similar work. You may request particulars of the fee structure within a reasonable time of receiving this FSG and before any financial service identified in this FSG is provided to you.

#### **Remuneration received by other Group companies for products issued by them**

If you acquire a product issued by a company in the Group, the relevant company may receive product fees in relation to that product, including commission, referral fees, entry fees, management fees, exit fees and any other fees specified in the PDS, T&Cs, PGs or other disclosure document for that particular product. These product fees may ultimately benefit other Group members or associates.

#### **How our staff are paid**

Our staff are paid salaries, not commissions.

Our staff may be eligible for a performance bonus payment that is based on a number of factors, such as the overall performance of the Group or, where staff work in a Community Bank branch or work for a Franchise branch, the individual branch. These include performance against growth projections, personal development and customer service standards. Where permitted by law, from time to time our staff may also receive non-monetary benefits from product providers, such as tickets to events or promotional merchandise.

### Privacy

We collect personal information (for example, your name and address) in order to provide you with the most appropriate products and services for your needs. We are committed to ensuring your privacy is protected and understand your concerns regarding the confidentiality and security of personal information you provide to us. How we collect, manage, use and disclose your personal information is governed by the Group's Privacy Policy. The Group's Privacy Policy (which also applies to Community Bank branches and Franchise branches) is available upon request at any of our branches, on the Bendigo Bank website at <https://www.bendigobank.com.au> or on the Adelaide Bank website at <https://www.adelaidebank.com.au>.

### Resolving complaints

We consider Internal Dispute Resolution (IDR) to be an important and necessary first step in the complaint handling process as it gives us an opportunity to hear when we do not meet our customers' expectations and address them genuinely, efficiently and effectively.

You can raise your complaint with us by:

- speaking to a member of our staff;
- telephoning 1300 236 344;
- website [www.bendigobank.com.au/contact-us/](http://www.bendigobank.com.au/contact-us/)
- secure email – by logging into e-banking;
- email -[feedback@bendigoadelaidebank.com.au](mailto:feedback@bendigoadelaidebank.com.au)
- contacting us through a Bendigo Bank social media channel;
- Post - Reply Paid PO Box 480  
Bendigo VIC 3552

If you are not satisfied with the outcome of your complaint, you may refer your complaint to the appropriate External Dispute Scheme.

We are a member of the Australian Financial Complaints Authority (AFCA). You can contact AFCA at:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne Vic 3001  
Telephone: 1800 931 678  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Web: [www.afca.org.au](http://www.afca.org.au)

Time limits may apply to refer a complaint to AFCA therefore you should act promptly or otherwise consult the AFCA website to find out if, or when the time limit relevant to your circumstances expires.

If your complaint relates to how we handle your personal information you can also contact the Office of the Australian Information Commissioner (OAIC):

GPO Box 5218  
Sydney NSW 2001  
Telephone 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Web: [www.oaic.gov.au](http://www.oaic.gov.au)

### Compensation arrangements

As an approved deposit taking institution regulated by the Australian Prudential Regulation Authority, Bendigo and Adelaide Bank is exempt from the compensation arrangements required for Australian Financial Service licensees.

## Talk to us today

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<b>In person</b>	At your nearest Bendigo Bank branch
<b>On the phone</b>	Call <b>1300 236 344</b>
<b>Online</b>	At <a href="https://www.bendigobank.com.au">bendigobank.com.au</a>
<b>By mail</b>	The Bendigo Centre PO Box 480 Bendigo VIC 3552

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Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo VIC 3550 ABN 11 068 049 178. AFSL/Australian Credit Licence 237879.

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